

TELECOMMUNICATIONS BULLETIN

September 13, 2004

CMS 05—04

From:

Theresa Starling

Voice Provisioning Manager
Bureau of Communication
and Computer Services

Voice Order Training

The Central Management Services Division of Telecommunications will be conducting Voice Order Training sessions in Springfield on the following dates and times:

Springfield Classes:

Basic Training

Wednesday, October 20, 2004
9 a.m. – 12 p.m.
Capital City Center
130 West Mason Street

Advanced Training

Wednesday, October 20, 2004
1 p.m. - 4 p.m.
Capital City Center
130 West Mason Street

The training sessions will include instructions on completing a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills.

Additionally, each session will review the following content:

- ❖ Voice order processing structure and contacts
- ❖ Detailed listing of equipment types and catalog codes
- ❖ MONIES inventory module
- ❖ MONIES billing module
- ❖ MONIES orders module
- ❖ Telephone units
- ❖ Repair and maintenance procedures
- ❖ Feature packages

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES administrator, at (217) 785-1930, two weeks in advance of your class.

Please enroll one week in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or e-mail at ellen_moss@cms.state.il.us.

For more information...
visit our website at
www.state.il.us/cms/telecom